

To: Foster, Althea[foster.althea@epa.gov]
From: Broussard, Rebecca
Sent: Wed 8/12/2015 10:22:07 PM
Subject: Question re: NM questions

Hi Althea,

Called because people in the local call center here are getting NM calls. Do you want me to send them to the 844 number or to some other number?

-----Original Message-----

From: Foster, Althea
Sent: Wednesday, August 12, 2015 2:49 PM
To: Broussard, Rebecca; Guria, Peter
Cc: Nattis, Randy; Ruhl, Christopher; Hubbard, Secody; Allen, HarryL
Subject: RE: Script???

4 pm central (in 14 minutes?) you send the call in #.

-----Original Message-----

From: Broussard, Rebecca
Sent: Wednesday, August 12, 2015 3:31 PM
To: Foster, Althea; Guria, Peter
Cc: Nattis, Randy; Ruhl, Christopher; Hubbard, Secody; Allen, HarryL
Subject: RE: Script???

We're in our area command meeting then. I could do right now or 6pm mountain, 7 pm your time (sorry - we have an all hands with the administrator at 3:15)

-----Original Message-----

From: Foster, Althea
Sent: Wednesday, August 12, 2015 2:28 PM
To: Broussard, Rebecca; Guria, Peter
Cc: Nattis, Randy; Ruhl, Christopher; Hubbard, Secody; Allen, HarryL
Subject: RE: Script???

That's 5:30 central, we'll be in the middle of our ops call. How about 6 central 5 mountain?

-----Original Message-----

From: Broussard, Rebecca
Sent: Wednesday, August 12, 2015 3:26 PM
To: Guria, Peter; Foster, Althea
Cc: Nattis, Randy; Ruhl, Christopher; Hubbard, Secody; Allen, HarryL
Subject: RE: Script???

Hi all,

Can we have a call to discuss some basic questions and answers/points of contact that the call center can handle - is 4:30 pm mountain time ok? E.g. who do I call in each region to get my water tested, driving people to the website, etc. The call center as I understand it now is not really equipped to handle anything more complicated, but we need to start turning around these questions more quickly. I asked the call center to send me the stuff for R8 so I could take a look and see what kind of questions we're getting.

I really want to get this call center worked out ASAP. There should be more FAQs coming out soon. I worked up a draft script that I don't think is going to work for the contractor to use that is attached - it's too complicated, but that was my idea.

Thanks,
Rebecca

-----Original Message-----

From: Guria, Peter
Sent: Wednesday, August 12, 2015 11:33 AM
To: Foster, Althea; Broussard, Rebecca
Cc: Nattis, Randy; Ruhl, Christopher; Hubbard, Secody; Allen, HarryL
Subject: RE: Script???

Secody Hubbard

I've copied him here.

-----Original Message-----

From: Foster, Althea
Sent: Wednesday, August 12, 2015 10:29 AM
To: Broussard, Rebecca
Cc: Nattis, Randy; Guria, Peter; Ruhl, Christopher
Subject: Script???

Rough draft of script I've been working on. You will need to engage with Weston and their call center contractor on capabilities. Not sure we can do some of the flow charting you mentioned. We engaged them quickly and did not have a change to specify capabilities. Some mention this morning of being able to transfer r9 Navajo calls to a r9 operator. Also making sure we say this line is not for emergency notification but not mention the NRC number since we don't want them to be inundated.

Pete, I didn't get the name of the contact you mentioned this morning, if you will forward the email.

RECORDED MESSAGE

In English, Navajo, Spanish: Hello

In English: Welcome to the Environmental Protection Agency's Gold King Mine Response Help Line. Please hold for an operator who will take your contact information and document your concerns. The EPA will contact you by phone, email or in person to follow up on your request.

OPERATOR SCRIPT IN ENGLISH

Good (Morning, Afternoon, Evening)

May I have your name please?

Are you calling from Colorado, New Mexico or a Navajo Chapter?

May I have your phone number?

May I have your address?

Could you tell me why you're calling?

Thank you for calling, an Agency representative will be in contact with you.

Sent from my iPad